

1 AT&T SOUTH CAROLINA'S & AT&T COMMUNICATIONS'
2 VERIFIED JOINT DIRECT TESTIMONY OF LAURA A. REID AND REBECCA
3 YUNG-ENG BEFORE THE PUBLIC SERVICE COMMISSION
4 OF SOUTH CAROLINA
5 DOCKET NO. 2007-____-C
6 MAY 24, 2007

8 **I. INTRODUCTION OF AT&T SOUTH CAROLINA WITNESS**

9 **LAURA A. REID**

10
11 Q. PLEASE STATE YOUR NAME, YOUR EMPLOYER, AND YOUR
12 BUSINESS ADDRESS.

13
14 A. My name is Laura A. Reid. I am employed by BellSouth Telecommunications,
15 Inc. d/b/a AT&T Southeast as Director – Product Management for the nine states
16 in the former BellSouth operating territory. My business address is 1277 Lenox
17 Blvd, Atlanta, GA 30319.

18
19 Q. PLEASE PROVIDE A BRIEF DESCRIPTION OF YOUR BACKGROUND
20 AND EXPERIENCE.

21
22 A. I graduated from Vincennes University in 1978 with an Associates of Science
23 degree in Industrial Drafting; from Purdue University in 1985 with a Bachelor of

1 Science degree in Computer Technology; and from DeVry University in 2005
2 with a Masters of Business Administration. I worked in Bell Laboratories as a
3 draftsman, software and systems engineer from 1978 to 1992. In 1992, I
4 transitioned to Product Management with AT&T Consumer Products, Inc., where
5 I managed several consumer portfolios. Since 1995, I have worked for BellSouth
6 Telecommunications, Inc. in several Product Management and Development
7 positions. My current responsibilities include access lines for the Southeast and
8 migration.

9
10 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

11
12 A. The purpose of my testimony is to provide information, on behalf of BellSouth
13 Telecommunications, Inc. d/b/a/ AT&T South Carolina ("AT&T South
14 Carolina"), in support of the Joint Application that was filed in this docket on
15 May 24, 2007.

16
17 Q. WHAT IS YOUR EMPLOYER'S RELATIONSHIP TO THE JOINT
18 APPLICANTS?¹

19
20 A. BellSouth Telecommunications Inc. operates under two d/b/a's: AT&T Southeast
21 (with regard to functions, activities and/or products and services that are uniform
22 throughout the nine states in the former BellSouth operating territory) and AT&T

¹ As used in this testimony, "Joint Applicants" refers to AT&T Communications and AT&T South Carolina.

1 South Carolina (with regard to single state functions and/or products and
2 services). My employer, therefore, is the same entity as Joint Applicant AT&T
3 South Carolina, and it is an affiliate of Joint Applicant AT&T Communications.
4

5 Q. ARE YOU AUTHORIZED TO SPEAK ON BEHALF OF AT&T SOUTH
6 CAROLINA WITH REGARD TO THE MATTERS YOU ADDRESS IN THIS
7 TESTIMONY?
8

9 A. Yes, I am.
10

11 **I. INTRODUCTION OF AT&T COMMUNICATIONS WITNESS**

12 **REBECCA YUNG-ENG**
13

14 Q. PLEASE STATE YOUR NAME, YOUR EMPLOYER, AND YOUR
15 BUSINESS ADDRESS.
16

17 A. My name is Rebecca Yung-Eng. I am employed by AT&T Operations, Inc. as
18 Director – All Distance Product Marketing for customers of legacy AT&T entities
19 (that is, entities that were in the AT&T family of companies prior to the
20 SBC/AT&T merger). My business address is 340 Mt. Kemble Ave., Morristown,
21 New Jersey 07962.
22

1 Q. PLEASE PROVIDE A BRIEF DESCRIPTION OF YOUR BACKGROUND
2 AND EXPERIENCE.

3

4 A. I graduated from Queens College in 1986 with a Bachelor of Arts degree in
5 Computer Science. I then completed a Masters in Business Administration degree
6 in Marketing from St. John's University in 1998. I began employment with
7 AT&T Corp. as a Systems Consultant in 1989. Between 1990 and 2006, I held
8 various positions involving Systems Development, Operations Support,
9 Regulatory Compliance, List Management, and Product Marketing within the
10 AT&T marketing and sales organizations. I assumed my current responsibilities
11 in July 2006.

12

13 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

14

15 A. The purpose of my testimony is to provide information, on behalf of AT&T
16 Communications of the Southern States, LLC ("AT&T Communications"), in
17 support of the Joint Application that was filed in this docket on May 24, 2007.

18

19 Q. WHAT IS YOUR EMPLOYER'S RELATIONSHIP TO THE JOINT
20 APPLICANTS?

21

22 A. Among other things, AT&T Operations, Inc. manages the transition of AT&T
23 Communications' customers as legacy SBC Communications, legacy AT&T, and

1 legacy BellSouth integrate various operations as a result of recent merger activity.

2 It also is an affiliate of AT&T South Carolina.

3

4 Q. ARE YOU AUTHORIZED TO SPEAK ON BEHALF OF AT&T
5 COMMUNICATIONS WITH REGARD TO THE MATTERS YOU ADDRESS
6 IN THIS TESTIMONY?

7

8 A. Yes, I am.

9

10 **II. OVERVIEW OF TESTIMONY**

11

12 Q. COULD YOU EXPLAIN HOW THE REMAINDER OF THIS TESTIMONY IS
13 ORGANIZED? (BOTH WITNESSES)

14

15 A. Yes. Section III explains why the Joint Applicants are proposing the migration
16 plan that is addressed in the Joint Application. Section IV discusses AT&T
17 Communications' provision of local exchange services in South Carolina.
18 Section V explains the Joint Applicants' proposed plan for AT&T
19 Communications to cease providing residential local exchange service in South
20 Carolina by the end of December 2007² while ensuring uninterrupted residential
21 local exchange service for those customers who may not choose another local

² As explained below, beginning in early November 2007, AT&T Communications proposes to begin migrating its remaining customers who have not chosen another local exchange service provider to AT&T South Carolina. Joint Applicants anticipate concluding this migration process by the end of December 2007.

1 exchange provider. Section VI provides additional information that supports the
2 slamming, cramming, and local carrier freeze waivers and approvals requested in
3 the Joint Application.

4

5 **III. WHY THE JOINT APPLICANTS ARE PROPOSING THE MIGRATION**
6 **PLAN ADDRESSED IN THE JOINT APPLICATION**

7

8 Q. WHY ARE THE JOINT APPLICANTS PROPOSING THE MIGRATION PLAN
9 ADDRESSED IN THE JOINT APPLICATION? (BOTH WITNESSES)

10

11 A. As a result of AT&T Inc.'s recent acquisition of BellSouth Corporation, two
12 separate but affiliated AT&T companies –AT&T Communications and AT&T
13 South Carolina – currently provide residential local exchange services in South
14 Carolina. The AT&T family of companies would like to consolidate their
15 residential local exchange service offerings by having AT&T Communications
16 cease providing residential local exchange service in South Carolina and by
17 offering all residential local exchange services in the State through AT&T South
18 Carolina.

19

20 Q. WILL THIS PROPOSED CONSOLIDATION BENEFIT CUSTOMERS?
21 (BOTH WITNESSES)

22

1 A. Yes. This consolidation will benefit customers by streamlining AT&T's
2 residential local exchange portfolio, simplifying customer offers, and reducing
3 customer confusion. Further, the consolidation into a single operational platform
4 will allow the post-merger AT&T to better provision and serve South Carolina
5 customers.

6
7 Q. DOES AT&T COMMUNICATIONS INTEND TO RELINQUISH ITS
8 CERTIFICATION TO OFFER LOCAL EXCHANGE SERVICES IN SOUTH
9 CAROLINA? (MS. YUNG-ENG)

10
11 A. No. While AT&T Communications plans to cease providing local exchange
12 service to its residential customers as described in the Joint Application and in
13 this testimony, AT&T Communications intends to continue providing local
14 exchange and interexchange services to its other customers in South Carolina for
15 now. Accordingly, AT&T Communications is not seeking to relinquish its
16 certification to provide local exchange services at this time.

17
18 Q. DO THE JOINT APPLICANTS INTEND TO IMPLEMENT THE MIGRATION
19 PLAN DESCRIBED IN THE JOINT APPLICATION AND IN THIS
20 TESTIMONY IN ALL NINE OF THE STATES IN THE FORMER
21 BELL SOUTH OPERATING TERRITORY? (BOTH WITNESSES)

22
23 A. Yes.

1 Q. ARE THE JOINT APPLICANTS ASKING THE COMMISSION TO
2 CONSIDER AND APPROVE THE JOINT APPLICATION ON AN
3 EXPEDITED BASIS? (BOTH WITNESSES)

4

5 A. Yes. Implementation of the proposed plan described in the Joint Application and
6 in this testimony is dependent on the timely and successful coordination of many
7 tasks across multiple jurisdictions, including filings with state Commissions and
8 the Federal Communications Commission ("FCC"), notification of affected
9 customers, and operation processes to handle migration of customers. The Joint
10 Applicants, therefore, need to begin implementing the proposed plan as quickly as
11 possible. Accordingly, the Joint Applicants respectfully request that the
12 Commission consider and approve this Joint Application on an expedited basis.

13

14 **IV. AT&T COMMUNICATIONS' PROVISION OF**
15 **LOCAL EXCHANGE SERVICES IN SOUTH CAROLINA**

16

17 Q. IS AT&T COMMUNICATIONS AUTHORIZED TO OFFER LOCAL
18 EXCHANGE TELECOMMUNICATIONS SERVICES IN SOUTH
19 CAROLINA? (MS. YUNG-ENG)

20

1 A. Yes. In 1996, the Commission amended AT&T Communications' certificate to
2 include authorization to offer local exchange telecommunications services in
3 South Carolina.³

4
5 Q. DOES AT&T COMMUNICATIONS CURRENTLY PROVIDE LOCAL
6 EXCHANGE SERVICE IN SOUTH CAROLINA? (MS. YUNG-ENG)

7
8 A. Yes. AT&T Communications currently provides local exchange
9 telecommunications services to business and residential customers in South
10 Carolina.

11
12 Q. HOW MANY RESIDENTIAL LOCAL EXCHANGE CUSTOMERS DOES
13 AT&T COMMUNICATIONS SERVE IN SOUTH CAROLINA? (MS. YUNG-
14 ENG)

15
16 A. AT&T Communications provides local bundled calling plans, as well as ancillary
17 services and calling features, to approximately 7,000 residential customers in
18 South Carolina. As explained in the Joint Application and in this testimony,
19 AT&T Communications plans to cease providing service to these residential
20 customers by the end of December 2007.

³ See Order Approving Amendment of Certificate to Provide Local Service, *In Re: Application of AT&T Communications of the Southern States, Inc. for Amendment of its Certificate of Public Convenience and Necessity to Authorize the Company to Offer and Provide Telecommunications Service, including Local Exchange Services, throughout South Carolina*, Order No. 96-494 in Docket No. 96-073-C (August 7, 1996).

1 Q. HOW DOES AT&T COMMUNICATIONS PROVIDE LOCAL EXCHANGE
2 SERVICE TO THESE RESIDENTIAL CUSTOMERS IN SOUTH CAROLINA?
3 (MS. YUNG-ENG)

4
5 A. AT&T Communications provides all such local exchange service through a
6 commercial agreement with BellSouth Telecommunications, Inc. d/b/a AT&T
7 Southeast. AT&T Communications provides no facilities-based residential local
8 exchange service in South Carolina.

9
10 Q. DOES AT&T COMMUNICATIONS PLAN TO CONTINUE PROVIDING
11 ANY OTHER SERVICE IN SOUTH CAROLINA? (MS. YUNG-ENG)

12
13 A. Yes. While AT&T intends to cease providing local exchange service to
14 residential customers beginning in early November 2007, it plans to continue
15 providing local exchange service to its other customers in South Carolina for now.

16
17 Q. DOES AT&T COMMUNICATIONS PLAN TO CONTINUE PROVIDING
18 ANY OTHER TYPES OF SERVICE IN SOUTH CAROLINA? (MS. YUNG-
19 ENG)

20
21 A. Yes. AT&T Communications also offers interstate and intrastate interexchange
22 services in South Carolina. Neither the Joint Applicants' proposed plan nor the

1 Joint Application impacts the interstate and intrastate interexchange services
2 AT&T Communications offers in South Carolina.

3
4 **V. JOINT APPLICANTS' PROPOSED TRANSITION PLAN**

5
6 Q. HAVE THE JOINT APPLICANTS DEVELOPED A PROPOSED
7 TRANSITION PLAN? (BOTH WITNESSES)

8
9 A. Yes. In order to protect AT&T Communications' existing customers and further
10 the public interest during the transition described above, the Joint Applicants have
11 developed a transition plan whereby, beginning in early November 2007 and
12 ending by the end of December 2007, AT&T Communications' current residential
13 local exchange customers in South Carolina who have not chosen a different
14 provider will be migrated to the local exchange service network, billing, and
15 operational platforms of AT&T South Carolina.

16
17 As explained below, the Joint Applicants' proposed plan ensures: clear and
18 concise advance written notifications to AT&T Communications' residential local
19 exchange customers; an orderly transition with few, if any, service disruptions;
20 the opportunity for AT&T Communications' residential end-user customers to
21 choose local exchange service from any available local exchange service provider
22 prior to being migrated to AT&T South Carolina's platform; and toll-free
23 communications channels for affected customers to contact AT&T

1 Communications, AT&T South Carolina, or both companies for information.
2 Additionally, Joint Applicants have established an internal management team of
3 seasoned telecommunications professionals to coordinate, manage, monitor,
4 troubleshoot, and track the progress of the proposed plan throughout its various
5 stages, events, and milestones.

6
7 **A. Overview of Joint Applicants' Transition Plan**
8

9 Q. WILL AT&T COMMUNICATIONS PROVIDE ANY ADVANCE NOTICE OF
10 ITS PLAN TO ITS RESIDENTIAL LOCAL EXCHANGE CUSTOMERS IN
11 SOUTH CAROLINA? (MS. YUNG-ENG)
12

13 A. Yes. Exhibit RYE-1 to this testimony is a representative sample of a letter AT&T
14 Communications proposes to provide each of its residential local exchange
15 customers in South Carolina at least thirty days' before the date in early
16 November 2007 that the Joint Applicants propose to begin migrating AT&T
17 Communications' residential local exchange customers in South Carolina who
18 have not chosen a different provider to AT&T South Carolina.
19

20 AT&T Communications proposes to begin mailing this letter to its residential
21 local exchange customers in late September, 2007. There will actually be several
22 versions of this letter depending on which AT&T Communications long distance

1 plan a customer has chosen and whether a customer subscribes to voice mail.

2 Except for these variations, the letters are the same.

3
4 Q. PLEASE BRIEFLY DESCRIBE THE LETTER THAT AT&T
5 COMMUNICATIONS WILL SEND TO ITS RESIDENTIAL LOCAL
6 EXCHANGE CUSTOMERS IN SOUTH CAROLINA. (MS. YUNG-ENG)

7
8 A. The letter informs AT&T Communications' residential local exchange service
9 customers that AT&T Communications will discontinue service beginning in
10 early November 2007, and it notifies these customers of their right to choose any
11 local exchange service provider they want prior to that date.

12
13 Q. WHEN DOES AT&T COMMUNICATIONS ANTICIPATE THAT IT WILL
14 BEGIN SENDING THESE LETTERS TO ITS RESIDENTIAL LOCAL
15 EXCHANGE CUSTOMERS IN SOUTH CAROLINA? (MS. YUNG-ENG)

16
17 A. Currently, AT&T Communications anticipates that it will begin sending these
18 letters on September 24, 2007.

19
20 Q. DOES AT&T COMMUNICATIONS INTEND TO CONTINUE ACCEPTING
21 ORDERS FOR NEW RESIDENTIAL LOCAL EXCHANGE SERVICE IN
22 SOUTH CAROLINA DURING THE MIGRATION PROCESS? (MS. YUNG-
23 ENG)

1 A. No. AT&T Communications intends to grandfather all of its existing residential
2 local exchange offerings in South Carolina prior to sending out the letter
3 described above. This will allow its then-existing residential local exchange
4 customers to retain their services until they either choose a new carrier or are
5 migrated to AT&T South Carolina pursuant to the proposed plan. At the same
6 time, this will prevent the confusion and administrative issues that could arise if
7 new customers were able to establish service with AT&T Communications
8 shortly before they would be required either to choose a new carrier or be
9 migrated to AT&T South Carolina. AT&T Communications is working diligently
10 to implement the processes required to support this grandfathering, and AT&T
11 Communications anticipates making appropriate filings with the Commission to
12 implement this grandfathering in August 2007.

13
14 Q. WHAT WILL HAPPEN TO AN AT&T RESIDENTIAL LOCAL EXCHANGE
15 CUSTOMER WHO DOES NOT CHOOSE ANOTHER SERVICE PROVIDER
16 BY THE EARLY NOVEMBER 2007 DATE MENTIONED EARLIER? (BOTH
17 WITNESSES)

18
19 A. To ensure continued service for any residential customers who do not choose a
20 new local exchange service provider by that date, AT&T Communications has
21 arranged for AT&T South Carolina to become the local exchange service provider
22 for such customers. That is, AT&T Communications' residential local exchange
23 customers who have not chosen another local exchange provider by early

1 November 2007 automatically will be migrated to AT&T South Carolina's local
2 exchange service platform after that date.

3
4 As explained in more detail below, the Joint Applicants' proposed plan ensures
5 that these customers are mass migrated to AT&T South Carolina without
6 incurring service charges, loss of dial tone or emergency services, change charges,
7 or termination fees as a result of the migration.

8
9 Q. WHEN DO THE JOINT APPLICANTS ANTICIPATE THAT THIS
10 MIGRATION PROCESS WILL BE COMPLETED? (BOTH WITNESSES)

11
12 A. By the end of December, 2007.

13
14 **B. Customer Notification and Customer Options**

15
16 Q. WILL AT&T COMMUNICATIONS INFORM ITS RESIDENTIAL LOCAL
17 EXCHANGE CUSTOMERS THAT THEY HAVE OPTIONS OTHER THAN
18 RECEIVING LOCAL EXCHANGE SERVICE FROM AT&T SOUTH
19 CAROLINA? (MS. YUNG-ENG)

20
21 A. Yes. While the AT&T family of companies hopes that each of AT&T
22 Communications' residential local exchange customers will choose to receive
23 local exchange service from AT&T South Carolina, they acknowledge that each

1 of these customers has a right to choose his or her own local exchange service
2 provider. The AT&T family of companies will respect that right throughout the
3 proposed transition plan.

4
5 AT&T Communications' proposed letter, therefore, notifies customers of the
6 pending discontinuance of service and provides the following options:

7
8 1. An AT&T Communications residential customer can call AT&T
9 South Carolina prior to the early November date when the
10 migration described above will begin in order to change their local
11 exchange service to any AT&T South Carolina plan of their
12 choosing. There will be no cost associated with a residential
13 customer's changing his or her local service provider to AT&T
14 South Carolina. The proposed letter also includes information
15 concerning AT&T South Carolina's residential local exchange
16 services, rates, terms and conditions.

17
18 2. An AT&T Communications residential customer can select
19 another local exchange service provider. Customers will
20 specifically be notified that they need to make this selection prior
21 to the early November date when the migration described above
22 will begin to avoid being automatically migrated to AT&T South
23 Carolina.

1
2 3. An AT&T Communications residential customer can do nothing
3 prior to the early November date when the migration described
4 above will begin and automatically be migrated to AT&T South
5 Carolina's local exchange service.
6

7 As explained below, residential customers who do nothing and, therefore, are
8 migrated will pay the same amount or less to AT&T South Carolina as they
9 currently pay AT&T Communications for at least the same (and in some cases
10 more) services and features as they currently receive from AT&T
11 Communications.
12

13 **C. Migration of Customers Who Have Not Acted by**
14 **Early November 2007**
15

16 Q. ONCE AGAIN, WHAT WILL HAPPEN TO AN AT&T RESIDENTIAL
17 LOCAL EXCHANGE CUSTOMER WHO DOES NOT CHOOSE ANOTHER
18 SERVICE PROVIDER BY THE EARLY NOVEMBER 2007 DATE
19 MENTIONED EARLIER? (MS. YUNG-ENG)
20

21 A. While AT&T Communications anticipates that most of its residential customers
22 will select AT&T South Carolina or another local exchange service provider prior
23 to the early November 2007 date referenced above, some such customers likely

1 will not have changed service providers by that date. AT&T Communications,
2 therefore, proposes to migrate its residential local exchange customers who have
3 not chosen another provider prior to that early November 2007 date to its affiliate,
4 AT&T South Carolina.

5
6 Q. WHEN DO YOU ANTICIPATE THIS MIGRATION PROCESS WILL BE
7 COMPLETED? (BOTH WITNESSES)

8
9 A. Joint Applicants anticipate that this migration process will be completed by the
10 end of December 2007.

11
12 Q. IS AT&T SOUTH CAROLINA WILLING AND ABLE TO PROVIDE LOCAL
13 EXCHANGE SERVICE TO THESE RESIDENTIAL CUSTOMERS WHO
14 WILL BE MIGRATED? (MS. REID)

15
16 A. Yes. As an incumbent local exchange carrier, AT&T South Carolina has
17 provided local exchange telecommunications services throughout its service
18 territory in South Carolina for decades. AT&T South Carolina possesses
19 technical, financial, and managerial resources sufficient to provide local exchange
20 service to AT&T Communications' customers, and it is in compliance with the
21 provisions of S.C. Code Ann. §58-9-280(B)(1)-(5).

1 Q. WHAT SERVICE PLAN WILL AT&T SOUTH CAROLINA PROVIDE THESE
2 MIGRATED CUSTOMERS? (MS. REID)

3
4 A. Upon migration to AT&T South Carolina, these residential customers will be
5 given an AT&T South Carolina local exchange service plan that is most
6 comparable to the customer's current local exchange service plan with AT&T
7 Communications.

8
9 Q. WHAT CAN A MIGRATED CUSTOMER DO IF HE OR SHE PREFERS A
10 DIFFERENT AT&T SOUTH CAROLINA PLAN? (MS. REID)

11
12 A. After this migration is complete, these customers may select any alternative
13 service plans offered by AT&T South Carolina.

14
15 Q. HOW WILL THE PRICE OF A MIGRATED CUSTOMER'S AT&T SOUTH
16 CAROLINA PLAN COMPARE TO THE PRICE OF THE PLAN THE
17 CUSTOMER CURRENTLY HAS WITH AT&T COMMUNICATIONS? (MS.
18 REID)

19
20 A. In many cases, these migrated residential customers will pay less for the AT&T
21 South Carolina local exchange service plan to which they will be migrated than
22 they currently pay AT&T Communications for their local exchange service. In
23 those cases where such a customer would pay more under the AT&T South

1 Carolina plan, AT&T South Carolina will arrange for special credits sufficient to
2 offset the price difference. In no case, therefore, will a migrated customer see an
3 increase in his or her monthly bill as a result of this migration. Additionally,
4 residential customers who are migrated to AT&T South Carolina will not incur
5 service charges, loss of dial tone or emergency services, change charges, or
6 termination fees as a result of the migration.

7
8 Q. HOW WILL THE SPECIAL CREDITS YOU MENTIONED BE
9 IMPLEMENTED? (MS. REID)

10
11 A. If the Commission approves this Joint Application, AT&T South Carolina will
12 ensure that any filings that are necessary for such special credits are timely
13 presented to the Commission. The dollar amount of these special credits will
14 continue to apply until the migrated customer transfers or changes the plan.

15
16 **D. Withdrawal of AT&T Communications' Local Tariffs**

17
18 Q. WILL AT&T COMMUNICATIONS MAINTAIN RESIDENTIAL LOCAL
19 EXCHANGE SERVICE TARIFFS IN SOUTH CAROLINA AFTER THE
20 MIGRATION IS COMPLETE? (MS. YUNG-ENG)

1 A. No. After completion of the residential customer migration, AT&T
2 Communications will file appropriate tariff revisions to remove its residential
3 local exchange service offerings in South Carolina.

4
5 **VI. SUPPORT FOR THE SLAMMING, CRAMMING, AND LOCAL**
6 **CARRIER FREEZE WAIVERS AND APPROVALS**
7 **REQUESTED IN THE JOINT APPLICATION**
8

9 Q. PLEASE EXPLAIN THE PURPOSE OF THIS SECTION OF THE
10 TESTIMONY.

11
12 A. The Joint Application requests the following approvals and waivers: (1) approval
13 pursuant to Section 58-9-300; (2) approval pursuant to Section 58-3-310; (3)
14 slamming waivers; (4) cramming waivers; and (5) approval to remove local
15 carrier freezes from accounts of migrated customers. The information presented
16 in prior sections of the testimony supports the first approvals. This section
17 provides additional information that supports the remaining waivers and
18 approvals.

1 **A. Slamming Waiver**

2
3 Q. WHAT IS “SLAMMING?” (BOTH WITNESSES)

4
5 A. “Slamming” occurs when a company changes a subscriber's carrier selection
6 without that subscriber's knowledge or explicit authorization.⁴

7
8 Q. WILL THE JOINT APPLICANTS MAKE ANY SLAMMING-RELATED
9 FILINGS WITH THE FCC AS A RESULT OF THE PROPOSED MIGRATION
10 PROCESS? (BOTH WITNESSES)

11
12 A. Yes. Joint Applicants warrant to the Commission that they will comply with the
13 procedures set forth in 47 C.F.R. §64.1120(e) by way of the filing of a Notice
14 with the FCC that is substantially similar to Exhibit LAR/RYE-1. This is a copy
15 of the Notice AT&T Inc. filed with the FCC in conjunction with substantially
16 similar customer migrations in Wisconsin, Michigan, and Ohio in conjunction
17 with the merger of AT&T Corp. and SBC Communications Inc.

18
19 Q. IS THE SLAMMING WAIVER REQUESTED IN THE JOINT APPLICATION
20 CONSISTENT WITH THE PUBLIC INTEREST? (BOTH WITNESSES)

21

⁴ See Second Report and Order and Further Notice of Proposed Rulemaking, In the Matter of Implementation of the Subscriber Carrier Selection Changes Provisions of the Telecommunications Act of 1996, 14 F.C.C.R. 1508 at ¶1 (December 23, 1998).

A. Yes. Such a limited waiver is in the public interest and is necessary to ensure that AT&T Communications' residential customers who do not choose another local exchange service provider by early November 2007 do not experience any interruption or disruption of local exchange service when AT&T Communications stops providing residential local exchange service. Such customers will continue to receive quality local exchange services from AT&T South Carolina without interruption and at the same or better rates than they paid AT&T Communications. All affected customers will be provided advance notice of the transfer, as well as information from AT&T South Carolina regarding services, rates and customer service. Further, such customers will be advised of their right to choose any AT&T South Carolina plan of their choosing and of their right to choose an alternate service provider. Finally, the transfer will have no effect on the ability of residential local exchange customers to switch to another carrier after the migration is completed.

B. Cramming Waiver

Q. WHAT IS “CRAMMING?” (BOTH WITNESSES)

A. Cramming is the submission or inclusion of unauthorized, misleading, or deceptive charges for products or services on subscribers' telephone bills.⁵

⁵ See Second Report and Order, Declaratory Ruling, and Second Further Notice of Proposed Rulemaking, *In the Matter of Truth-In-Billing and Billing Format*, 20 F.C.C.R. 6448 at ¶54 n.163 (March 18, 2005).

1 Q. WHY ARE THE JOINT APPLICANTS SEEKING THE CRAMMING WAIVER
2 THAT IS REQUESTED IN THE JOINT PETITION. (BOTH WITNESSES)

3
4 A. AT&T Communications and AT&T South Carolina do not offer identical calling
5 features, services, or rate plans. Thus, it will be necessary in the proposed
6 migration process to transfer AT&T Communications customers to the AT&T
7 South Carolina local exchange service plan that is most comparable to the
8 customers' local exchange service plans with AT&T Communications. It is
9 possible, therefore, that after migration, some customers may receive or have
10 access to certain AT&T South Carolina features or functionalities they did not
11 receive (or could not access) while they were customers of AT&T
12 Communications. As noted above, in many cases, these customers will pay less
13 for the AT&T South Carolina service to which they will be migrated than they
14 pay for their current service with AT&T Communications. In those cases where
15 the customer's charges would be higher under the AT&T South Carolina plan,
16 AT&T South Carolina will arrange for special credits to offset the price
17 difference.

18
19 Q. IS THE SLAMMING WAIVER REQUESTED IN THE JOINT APPLICATION
20 CONSISTENT WITH THE PUBLIC INTEREST? (BOTH WITNESSES)

21
22 A. Yes, for all of the reasons set forth above in support of the request for a waiver of
23 slamming regulations.

1

2 **C. Approval to Remove Local Carrier Freezes**

3 **from Accounts of Migrated Customers**

4

5 Q. WILL AT&T COMMUNICATIONS REMOVE A LOCAL CARRIER FREEZE
6 IF REQUESTED TO DO SO BY A CUSTOMER? (MS. YUNG-ENG)

7

8 A. Yes. Upon request of its customer, AT&T Communications will remove any
9 local carrier freeze from that customer's account.

10

11 Q. THEN WHY IS IT NECESSARY TO SEEK THE COMMISSION'S
12 APPROVAL TO REMOVE LOCAL CARRIER FREEZES FROM ACCOUNTS
13 OF MIGRATED CUSTOMERS? (BOTH WITNESSES)

14

15 A. If an AT&T Communications residential customer who has not chosen a different
16 local exchange service provider by early November 2007 has requested a local
17 carrier freeze on his or her account, that local carrier freeze must be removed in
18 order for AT&T South Carolina to begin providing local exchange service to that
19 customer under the proposed plan. Accordingly, for the same reasons that Joint
20 Applicants have requested a waiver of slamming and cramming regulations, Joint
21 Applicants respectfully seek Commission approval to remove any local carrier
22 freezes from the accounts of any customers that are migrated from AT&T

1 Communications to AT&T South Carolina pursuant to the Joint Applicant's
2 proposed plan.

3 **VII. CONCLUSION**
4

5 Q. WHAT ARE THE JOINT APPLICANTS ASKING THE COMMISSION TO
6 DO? (BOTH WITNESSES)
7

8 A. The Joint Applicants respectfully request that the Commission grant all of the
9 approvals and waivers sought in the Joint Application as expeditiously as
10 possible.
11

12 Q. DOES THIS CONCLUDE YOUR TESTIMONY? (BOTH WITNESSES)
13

14 A. Yes, it does.

15 678786

[Date]

[Customer name]
[Address 1]
[Address 2]
[City], [State] [ZIP + 4]
[Bar code]

Important changes to your AT&T Services

Dear [Customer Name],

We want to update you on some important and positive changes to your AT&T services which may require you to take some action. As you may know, in December 2006, AT&T and BellSouth joined together to form the new AT&T. BellSouth is now doing business as AT&T South Carolina. In an effort to provide you with even better and more exciting products, services, and offers, we are integrating the best of our combined services.

What's Changing?

As a result of this integration, your residential local service, which is currently provided by AT&T Communications of the Southern States, LLC, will now be provided by AT&T South Carolina—one of the AT&T family of companies.

* ***Unless you choose a different local service provider, your residential AT&T Local Service will be automatically transferred to AT&T South Carolina during a transition period from November 12 through December 28, 2007.*** Your current service plan will be switched to an AT&T South Carolina service plan that is comparable to your current telephone service plan (as shown on the enclosed list). Your new AT&T South Carolina service plan may include features or services not included in your current plan. Regardless, the monthly recurring charges for your new plan will be equal to or less than what you pay now. Where your monthly telephone service charges would be higher, you will receive a special credit so that you do not see an increase over what you pay now for your total combination or bundle of voice services. If a local service credit is provided, you will continue to receive the local credit until you transfer or change your local service plan. Once you receive your bill, if you have any questions about what's included in your service plan, just contact us at the number provided on the bill. There are no costs associated with this transfer to AT&T South Carolina. *We also want to assure you that there will be no interruption in your service.*

* ***You can also choose a different local service plan.*** If you would like to select a different plan, simply call us at 1-866-412-4977 within 30 days of the date of this letter, and our Customer Care representatives will be happy to review your current services and help you choose a new plan for your needs. For your reference, we have enclosed a summary of current plans and a sample of options available with the new AT&T, along with applicable rates and terms. We also invite you to visit our website at att.com to view available products and services in your area.

You are a valued customer and we sincerely hope you will remain with the AT&T family, but if you do not wish to have your local service changed to AT&T South Carolina, you may choose another local telephone service provider. If you wish to select another provider, you should contact that carrier for information on their services and charges, including any charges associated with moving to their service. A listing of available local service providers is found in the Customer Guide Section of your AT&T Directory. **If you want to select another service provider, you should make that selection within 30 days of the date of this letter**, to avoid automatic transfer of your account to AT&T South Carolina.

*Note: If you select a new local service provider, you should contact your current **long distance provider** to ensure there is no change to your long distance calling plan, unless you requested it. Not doing so may result in a change in the rates applied to your long distance calls.*

AT&T Long Distance Customers

As an AT&T South Carolina local customer who retains AT&T Long Distance service, you will automatically be enrolled in the AT&T Unlimited Plus Plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week. Importantly, you also will **receive a \$7.00 monthly credit** on your bill once your service has been established with AT&T South Carolina. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T South Carolina as your local provider.

Comment [LU1]: Variable paragraph appearing for LD customers only. See other variable LD language—pp 3.

Changes to your Voice Mail

Your previous Voice Mail service will be discontinued and you will be provided a new Voice Mail service at no additional cost when you are automatically transferred to AT&T South Carolina. If you wish, you may call AT&T South Carolina prior to the transition period to discuss other voice mail products available to you. Please note that with the new service, you will have to reset your password and greetings. You will receive detailed instructions on how to use your new mailbox in a separate mailing. You can also find instructions on setting up and using your new mailbox at att.com/info or you can access your mailbox by dialing *98 from your home phone for further information. Also, **any saved messages currently stored on your current mail platform cannot be transferred to the new platform**. We recommend that you make audio recordings of any important messages you might have and wish to keep for future reference. You can also access your saved messages via <http://vm.att.com> and save them to your computer hard drive. **Please take appropriate action before the transition period.**

Comment [LU2]: Variable paragraph that appears only in letters to customers with existing AT&T voice mail service.

Next Steps

The transition period of your local service to AT&T South Carolina is scheduled **from November 12 through December 28, 2007.**

Prior to Your Transition

- If you wish to choose another AT&T local service plan, please call us at **1-866-412-4977 within 30 days of the date of this letter.**
- If you wish to switch to another local service provider, contact that provider **within 30 days of the date of this letter.**
- Take the appropriate action to save any desired messages stored on your current voice mail platform.

After Your Transition

Once your service has been established with AT&T South Carolina, you will receive a **welcome letter** confirming your new service and features, as well as any other products or services you may have ordered. Your welcome kit will also include product or service instructions for applicable AT&T South Carolina services.

Once your service has been established with AT&T South Carolina or another local service provider, you will receive:

- **a final bill** from AT&T Communications of the Southern States, LLC. Please return your final payment via the remittance document provided in your bill. Failure to pay your telephone bill may result in your account being referred to a collection agency.
- **a refund of any deposit (if applicable)** If you have a deposit for your local or long distance service, you will receive a refund of the deposit, including applicable interest, minus any amount due on your account when service is transferred. If a refund is due to you, you should receive it within 45 calendar days after receipt of your final bill.

The transition of your local service to AT&T South Carolina will happen automatically. However, there are some actions which you may need to take after the transition:

If you have:	You should:
Calling features	➤ Re-program your Call Forwarding, Speed Dial and other features.
Frozen or blocked accounts	➤ Contact AT&T South Carolina toll-free at 1-866-412-4977 if you would like to re-establish a freeze/block for your account after the transfer of your service. (If you currently have a freeze or block on your account to prevent changes to your local or long distance service providers, those freezes or blocks will be removed if your service is transferred to AT&T South Carolina.)
Automatic Bill Payment, Online Bill Pay, or Credit Card Bill Payment	<ul style="list-style-type: none"> ➤ Update your banking/bill payment information to reflect your new AT&T South Carolina account information to ensure proper payment credit. (Your new billing account information will be your ten-digit billing telephone number plus a three-digit customer code that will appear on your new AT&T South Carolina bill.) ➤ Re-apply for automatic bill payment through AT&T South Carolina if you signed up for automatic payments with AT&T Communications of the Southern States, LLC.
Other services that use your local telephone line (for example, an alarm service)	➤ Contact the provider(s) of those services to inform them of the change in your local telephone service provider and determine if any actions are necessary.
Voice Mail	<ul style="list-style-type: none"> ➤ Go to att.com/info or access your new mailbox by dialing *98 from your home phone to get detailed instructions on how to use your new mailbox. ➤ Reset your password and greetings.

Comment [LU3]: Variable row appearing only in letters to customers who have existing AT&T voice mail service.

Questions?

If at any time you have any questions regarding this transition or any other outstanding complaints, or you want to know how you can take advantage of AT&T's new products and services, we invite you to contact AT&T South Carolina toll-free at 1-866-412-4977 (8:00am-7:00pm EST, Monday-Friday; 8:00am-5:00pm EST Saturday). If you have questions regarding your final bill or your existing service, please contact the AT&T Customer Care Center at 1-800-288-2747.

We hope you will continue to be a part of our new AT&T family, and we look forward to serving you well into the future.

Sincerely,

Customer Care
AT&T Communications of the Southern States, LLC
and AT&T South Carolina

Enclosure

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SC Legacy T Landing Logic Verbiage

AT&T One Rate Advantage

- **AT&T long distance customers**
As an AT&T South Carolina local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T Unlimited Plus Plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week, along with the AT&T Unlimited Canada Plan, which has a \$5.99 monthly recurring charge and discounted rates to other international countries. Importantly, you also will **receive a \$7.00 monthly credit** on your bill once your service has been established with AT&T South Carolina. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T South Carolina as your local provider. We appreciate your business and look forward to continuing to serve you.

AT&T One Rate USA/ AT&T One Rate Multiline Unlimited

- **AT&T long distance customers**
As an AT&T South Carolina local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T Unlimited Plus Plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week. Importantly, you also will **receive a \$7.00 monthly credit** on your bill once your service has been established with AT&T South Carolina. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T South Carolina as your local provider. We appreciate your business and look forward to continuing to serve you.

AT&T One Rate State

- **AT&T long distance customers**
As an AT&T South Carolina local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T Unlimited In-State Enhanced plan, which has an \$18.00 monthly recurring charge and provides unlimited in-state calling and 5 cent per minute state-to-state calling, 24 hours per day 7 days a week. We appreciate your business and look forward to continuing to serve you.

AT&T One Rate Local / AT&T One Rate Multiline

- **AT&T long distance customers**
As an AT&T South Carolina local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T One Rate 5 Cents Plus Plan, which has a \$7.95 monthly recurring charge and provides long distance calling for 5 cents per minute, 24 hours per day 7 days a week. Importantly, you also will **receive a \$2.00 monthly credit** on your bill once your service has been established with AT&T South Carolina. You will continue to receive the \$2.00 monthly credit as long as you are enrolled in the AT&T One Rate 5 Cents Plus calling plan and have AT&T South Carolina as your local provider. We appreciate your business and look forward to continuing to serve you.

Local with Standalone LD

- **AT&T long distance customers**
As an AT&T South Carolina local customer who retains AT&T long distance, you will see no change to your long distance service. We appreciate your business and look forward to continuing to serve you.

RATES, TERMS AND CONDITIONS OF LOCAL SERVICE

Rate Conditions

Monthly rates for telephone line charges in the state of South Carolina vary depending on the area in which you live. The Public Service Commission of South Carolina approves the Company's rates for basic line service. These rates are listed in the Company's Tariffs. All rates and charges are subject to change.

Basic Line Service

AT&T South Carolina offers *Flat Rate* line service. Rates are based on the number of telephone lines in a specific serving area and do not include taxes, surcharges, municipal fees or Federal Communications Commission approved line charges. Customers who do not currently subscribe to packages, listed on the chart on the back of this page, will be transferred to a Flat Rate service plan which provides unlimited calling service. For residential customers, the monthly rates for Flat Rate service range from \$12.70 to \$15.40.

Lifeline service is also available to qualified AT&T South Carolina customers. Lifeline service provides monthly assistance for qualifying low income residential households in the form of a \$13.50 credit per month on your local service charges.

Optional Services

In addition to the basic line service, AT&T South Carolina offers optional calling services. Prices for some of the most popular optional calling features are set forth in the table below. These services are also available in cost saving packages. The rates for some packages are also provided on the back of this page. For more information on other optional calling services, package availability and prices, contact the AT&T South Carolina Customer Service Center toll-free at 1-866-412-4977 or access our website at att.com.

More Information

You may find more information about AT&T services and your rights in the Customer Guides section of the AT&T telephone directory, which you will receive as a new AT&T South Carolina customer. AT&T South Carolina rates, terms and conditions for standalone Flat Rate service and some optional calling services will be governed by the Tariff on file with the Public Service Commission of South Carolina. An AT&T Customer Service Agreement which contains the terms and conditions for your combinations and packages will be sent to you at the time your services are transferred. You can view a copy of the Customer Service Agreement and all other information related to your combinations and packages on our website at att.com/serviceagreement. You will receive written notification of all changes to the rates, terms and conditions of your AT&T South Carolina services.

Feature	Price	Feature	Price
Anonymous Call Rejection	\$5.95	RingMaster® II Service	\$7.00
Call Block	\$5.95	Customer Control Call Forwarding Busy Line	\$3.50
Call Forwarding Busy Line	\$1.50	Customer Control Call Forwarding Don't Answer	\$4.00
Call Forwarding Don't Answer	\$1.50	Call Selector	\$5.95
Preferred Call Forwarding	\$5.95	Privacy Director® Service	\$7.95
Remote Access to Call Forwarding	\$7.00	Repeat Dialing	\$5.95
Call Forwarding Don't Answer with Ring Control	\$1.50	Speed Calling 8	\$5.95
Call Forwarding (CF) Variable	\$5.95	Speed Calling 30	\$5.95
Call Return	\$6.95	Three-Way Calling	\$6.00
Call Tracing	\$5.95	Inside Wire Maintenance	\$6.95
Call Waiting	\$6.95	Equipment Maintenance Plan (EMP)	\$4.75
Call Waiting Deluxe	\$7.95	EMP with Inside Wire Full Coverage	\$8.90
Caller ID Basic	\$8.00	Voice Mail Premium Package	\$4.95
Caller ID Deluxe	\$9.00	Voice Mail Companion Features	\$2.00
RingMaster® I Service	\$5.00	Privacy Director w/AT&T Complete Choice SM Plan	\$4.95

For your convenience, below is a chart that identifies the most common plans provided by your current carrier and the new AT&T local service plan to which you will be automatically transferred, if you make no selection. Just find your current service plan and selected features and it will show you the new AT&T service plan. If you are unsure of your current service plan, please refer to your last bill.

Package List, Pricing, and Features

Current Service Plan	New AT&T South Carolina Service Plans	Features and Components	Statewide Price
AT&T One Rate® Local AT&T One Rate® MultiLine AT&T Call Plan Unlimited 2 Feature Package <ul style="list-style-type: none"> • Caller ID/Caller ID Deluxe and Call Waiting/Call Waiting Deluxe • Caller ID/Caller ID Deluxe and/or Call Waiting/Call Waiting Deluxe and/or Privacy Director service and/or Three-way Calling and/or Call Return • Additional features 	2 Pack Plan	Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe and Voice Mail Companion features	\$25.00
	PreferredPack® Plan	Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, Privacy Director service, Three-way Calling, Call Return, and Voice Mail Companion features	\$29.00
	AT&T Complete Choice SM Plan	Access Line with unlimited local calling and over 20 features	\$33.00
AT&T One Rate® State AT&T Call Plan Unlimited 3 Feature Package <ul style="list-style-type: none"> • Caller ID/Caller ID Deluxe and/or Call Waiting/Call Waiting Deluxe and/or Privacy Director service and/or Three-way Calling and/or Call Return • Additional features 	PreferredPack Plan	Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, Privacy Director service, Three-way Calling, Call Return, and Voice Mail Companion features	\$29.00
	AT&T Complete Choice Plan	Access Line with unlimited local calling and over 20 features	\$33.00
AT&T One Rate® MultiLine Unlimited AT&T One Rate® Advantage Plan or AT&T One Rate USASM AT&T Call Plan Deluxe AT&T Employee Plan	AT&T Complete Choice Plan	Access Line with unlimited local calling and over 20 features	\$33.00
AT&T Call Plan Unlimited Plus <ul style="list-style-type: none"> • A la carte features Caller ID/Caller ID Deluxe and Call Waiting/Call Waiting Deluxe • A la carte features Caller ID/Caller ID Deluxe and/or Call Waiting/Call Waiting Deluxe and/or Privacy Director service and/or Three-way Calling and/or Call Return 	2 Pack Plan	Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, and Voice Mail Companion features	\$25.00
	PreferredPack Plan	Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, Privacy Director service, Three-way Calling, Call Return, and Voice Mail Companion features	\$29.00

If your plan or service is not listed above, please call us for information on other available packages and features at our AT&T South Carolina Customer Service Center toll-free at 1-866-412-4977.

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Davida Grant
Senior Counsel

AT&T Services Inc.
1120 20th Street NW, Ste 1000
Washington, D.C. 20020

Phone: 202.457.3045
Fax: 202.457.3073
E-mail: dg4785@att.com

March 27, 2007

Marlene Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

**Re: Notification of Subscriber Transfer
CC Docket No. 00-257**

Dear Madam Secretary:

AT&T Inc. ("AT&T"), on behalf of its affiliates, files this letter pursuant to Section 64.1120e of the Commission's Rules. This letter provides notification of the transfer of the following customers: (1) certain local exchange subscribers of AT&T Communications of Wisconsin, LP to AT&T Wisconsin, (2) certain local exchange subscribers of AT&T Communications of Michigan, Inc. to AT&T Michigan, and (3) certain local exchange subscribers of AT&T Communications of Ohio, Inc. to AT&T Ohio.

AT&T Michigan, AT&T Ohio and AT&T Wisconsin have provided the affected customers advance notice of the transfer. If no alternative provider is selected, Michigan affected customers will become local exchange customers of AT&T Michigan, and Wisconsin affected customers will become local exchange customers of AT&T Indiana, beginning April 30, 2007. Ohio affected customers will become local exchange customers of AT&T Ohio beginning May 28, 2007.

AT&T certifies that it has complied with the advance notice obligations set forth in Section 64.1120e of the Commission's rules, the obligations specified in the customer notice and any other applicatory statutory and Commission requirements. Sample notification letters are attached hereto.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

/s/ Davida Grant



AT&T
P.O. Box 430
Bedminster, NJ 07921-0430
1-866-746-4717

March 26, 2007

Mr./Mrs./Ms. Customer
1234 Address
Anywhere USA 00000

Dear Customer Name,

We want to update you on some important and positive changes underway at the new AT&T that may require you to take some action. As you may know, in November 2005, AT&T Corp. and SBC Communications Inc. joined together to form what is today the new AT&T. As a result of this merger, local services for residential customers will be provided by AT&T Michigan, one of the AT&T family of companies. In an effort to pass the full benefits of this union on to our customers, we are integrating the best of our combined services to provide you with the best service and technology available.

Beginning April 30, 2007, your **local residential telephone service provider**, a pre-merger AT&T operating company, will stop offering local residential telephone service in Michigan. You will need to make a choice as to your new service. This transition means you have three options to consider:

- **Call AT&T Michigan to select your new plan** – Take this opportunity to contact an AT&T Michigan customer care representative who stands ready to answer your questions, assess your current calling plan, and recommend a new plan based on your communications and entertainment needs. Let us tell you how our customized bundles may save you money and simplify your life. Simply call toll free 1-866-746-4717 and reference program code BB by April 22, 2007. There are no costs associated with transferring your local service to AT&T Michigan.

For your convenience, we have enclosed a list of current AT&T services, applicable rates, terms and conditions. You may be eligible for some customized bundled packages that can include your voice and entertainment needs as well as wireless phone service, AT&T Yahoo! High Speed Internet and DISH Network. Best of all, by bundling your services, you may qualify for even greater savings. We also invite you to visit our website, att.com, to view available products and services in your area before calling AT&T Michigan for your free, personal consultation.

- **You always have the right to select another local telephone service provider** – You are a valued customer and we sincerely hope you will continue to remain with the AT&T family, but you do have the option of selecting another local telephone service provider. If you select another provider, that carrier will be able to provide you with a list of their services and charges. They can also tell you if there are any charges associated with moving to their service. A listing of available local service providers may be found in your AT&T White Pages Directory. If you do want to select another service provider, you should make that selection before April 22, 2007, to avoid automatic transfer of your account to AT&T Michigan.
- **If you do not choose a new provider, your local service will be automatically transferred to AT&T Michigan** – You can decide to take no action, in which case we will transfer your local service automatically to AT&T Michigan during a transition period from April 30 through May 15, 2007. We will transfer you to an AT&T Michigan service plan that is most comparable to your current telephone service plan (as shown in the attached list). In most cases, upon transfer, your monthly recurring charges will automatically be equal to or less than what you pay now. In cases where your monthly telephone service charges would be higher, you will receive a special transition discount so that you do not see an increase over what you pay now. This special discount will end on or after December 31, 2007. The AT&T Michigan service plan may also include features or services not included in your current plan. Once you receive your bill, if you have any questions about what's included in your service plan, just contact us at the number provided on the bill. There are no costs associated with this transfer to AT&T Michigan.

Important Information:

- **Long Distance Service**
If you select a new local service provider, you should contact your current long distance provider to ensure there is no change to your long distance calling plan. Not doing so may result in a change in the rates applied to your long distance calls.

March 26, 2007

- **Billing, Payments and Refunds**

Once your service has been transitioned to **AT&T Michigan or another carrier**, you will receive a final bill from your previous local provider, AT&T Communications of Michigan, Inc. Please return your final payment via the remittance document provided in your bill. Failure to pay your telephone bill may result in your account being referred to a collection agency.

If you currently have a deposit for your local or long distance service, you will receive a refund of the deposit, including applicable interest, minus any amount due on your account when service is transferred. If a refund is due to you, you should receive it within four to six weeks after receipt of your final bill.

Additional information if you are automatically transferred to, or choose AT&T Michigan:

- **AT&T long distance customers**

As an AT&T Michigan local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T Unlimited Plus Plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week, along with the AT&T Unlimited Canada Plan, which has a \$5.99 monthly recurring charge and discounted rates to other international countries. Importantly, you also will **receive a \$7.00 monthly credit** on your bill once your service has been established with AT&T Michigan. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T Michigan as your local provider. We appreciate your business and look forward to continuing to serve you.

- **Frozen or blocked accounts**

You will be transferred automatically to AT&T Michigan unless an alternate local provider selection is made. Contact AT&T Michigan toll free at 1-866-746-4717 if you would like to re-establish a freeze/block for your account after the transition period.

- **Reprogramming of calling features**

Once the transition to AT&T Michigan has been established, you will need to reprogram your Call Forwarding, Speed Dial and other features.

- **Update banking/bill payment information**

If you currently make payments via your bank, on-line bill pay, or credit card, please update your records to reflect your new AT&T Michigan account information. This will ensure proper payment. Your new billing account information will be your **10 digit billing telephone number plus a three digit customer code** that will appear on your new AT&T Michigan bill.

If you had signed up for automatic payments with the pre-merger AT&T company, you will need to re-apply for automatic bill payment through AT&T Michigan once your service is transferred.

- **Questions about new service**

If you have any questions regarding your new service(s), contact AT&T Michigan toll free at 1-866-746-4717 and reference program code BB (7:00am – 8:00pm, Monday-Friday; 7:00 – 5:30pm Saturday).

If you have other services not provided by AT&T Communications of Michigan, Inc. that use your local telephone line, for example an alarm service, you should contact the provider(s) of those services to inform them of the change to your local telephone service provider and determine if any actions are necessary.

If at any time you have questions regarding this transition or any other outstanding complaints, or you want to know how you can take advantage of AT&T's new suite of products and services, we invite you to contact AT&T Michigan toll free at 1-866-746-4717 and reference program code BB (7:00am – 8:00pm Monday-Friday; 7:00 – 5:30pm Saturday). If you have questions regarding your final bill or your existing service please contact the AT&T Customer Care Center at 1-800-288-2747. We hope you will continue to be a part of our new AT&T family, and we look forward to serving you well into the future.

Sincerely,

Customer Care
AT&T Communications of Michigan, Inc.

Customer Service
AT&T Michigan

Enclosure

AT&T Michigan

RATES, TERMS AND CONDITIONS OF LOCAL SERVICE

Rate Conditions

Monthly rates for telephone line charges in the state of Michigan vary depending on the area in which you live. All rates and charges are subject to change.

Basic Line Services

AT&T Michigan offers *Message* and *Flat Rate* line service. Rates do not include taxes; surcharges, municipal fees or FCC approved line charge. Customers who do not currently subscribe to packages, listed on the chart on the back of this page, will be transferred to the most comparable service from the basic line services described below.

Message Rate Service best serves customers who make very few outgoing local calls. A local call (message) is defined by tariff as a communication between "two access lines in the same local calling area". *Message Rate* Service includes 50 outgoing local calls per month and the price ranges from \$10.85 to \$11.30. Additional calls over 50 cost \$0.066 per call. Another option for *Message Rate* Service is *Call Plan 100* which includes 100 outgoing local calls per month and the price ranges from \$12.35 to \$12.80. Additional calls over 100 cost \$0.066 per call.

Flat Rate Service provides you with unlimited local calling. For residential customers, the monthly rate ranges from \$14.97 to \$16.97 for AT&T Michigan touch-tone one-party flat rate service.

Lifeline Service is also available to qualified customers, who can qualify based on participation in one of several federal programs or if household income is at or below 150% of the federal poverty level. Benefits include a monthly discount of over \$10.00 on basic local service. An additional \$2.35 lifeline discount is available to seniors aged 65 and over.

Optional Services

In addition to the basic line service, AT&T Michigan offers optional calling services. These services are also available in packages for cost savings. The rates for some of these packages and optional services are enclosed with this letter. Or you can contact the AT&T Michigan customer service center toll free at 1-866-746-4717 or access att.com for package availability and prices.

More information

You may find more information about AT&T services and your rights as a customer in the AT&T White Pages, which you will receive as a new AT&T Michigan customer. AT&T Michigan rates, terms and conditions will apply as of the date your services are transferred. You will be notified by mail of any changes.

AT&T Michigan

For your convenience, below is a chart that identifies the most common plans provided by your current carrier and the new AT&T local service plan to which you will be automatically transferred, if you make no selection. Just find your current service plan and it will show you the new AT&T service plan. If you are unsure of your current service plan, please refer to your last bill.

Package List, Pricing, and Features

Current Service Plan	Post Transfer Service Plan	Components & Features	Statewide Price
Call Plan 50-3 Feature Plus Call Plan 50-3 Feature Enhanced Call Plan Unlimited 2 Features Enhanced Call Plan Unlimited Two Pack- 60 Toll Call Plan Unlimited 3 Features Enhanced Call Plan Unlimited 3 Features Plus Expanded Unlimited Plan Enhanced 3 AT&T One Rate® State Plan AT&T One Rate® Local Plan AT&T One Rate® USA II Plan	uSelect(sm) Standard with Access Line Or uSelect(sm)3 with Access Line	Access Line with unlimited local calling and uSelect(sm)Standard: 4 features, (excluding Caller ID) Access Line with unlimited local calling and uSelect(sm) 3: Caller ID with Name, 2 features	\$24.00
AT&T One Rate® Multi-Line Plan	2-Line uSelect(sm) 3 with 2 Access Lines	Access Line, additional line with unlimited local calling and 2-Line uSelect(sm)3: Caller ID with Name, 2 features	\$33.95 - \$36.19
Call Plan Unlimited 7 Features Deluxe AT&T One Rate® Advantage Plan AT&T One Rate® Multi-Line Unlimited Plan AT&T One Rate® USA Plan	Select Feature Package	Access Line with unlimited local calling plus our 10 most popular features including Call Waiting, Call Waiting ID, Three-Way Calling, Call Forwarding, Speed Calling 8, Call Screening, Repeat Dialing, Automatic Callback, Privacy Manager® and Caller ID with Name	\$28.00

If your plan or service is not listed above, please call us for information on other available packages and features at our AT&T Michigan Customer Service Center toll free at 1-866-746-4717. For a-la-carte or additional features, see tables below.

Feature	Price
Automatic Callback *69	\$ 5.99
Automatic Callback Pay-Per-Use	\$ 1.99
Call Forwarding 72#	\$ 5.99
Call Screening *60 / *80	\$ 5.99
Caller ID	\$ 7.86
Call Waiting	\$ 6.00
Talking Call Waiting	\$ 5.00
Caller ID Name & Number	\$ 9.95
Unified Messaging (Voice Mail)	\$12.95
LINE-BACKER®	\$ 6.99
Multi-Ring 2nd Number	\$ 2.00

Feature	Price
Multi-Ring 1st Number	\$ 4.99
Outgoing Call Control	\$ 7.95
PHONE PROTECT®	\$ 6.00
Privacy Manager®	\$ 6.99
Repeat Dialing *66	\$ 5.99
Repeat Dialing Pay-Per-Use	\$ 1.49
Speed Calling 8	\$ 5.99
Speed Calling 30	\$ 5.99
Three-Way Calling	\$ 5.99
Three-Way Calling Pay-Per-Use	\$ 1.99
Distinctive Ringing	\$ 6.00



AT&T
P.O. Box 430
Bedminster, NJ 07921-0430

March 26, 2007

Mr./Mrs./Ms. Customer
1234 Address
Anywhere USA 00000

Dear Customer Name,

We want to update you on some important and positive changes underway at the new AT&T that may require you to take some action. As you may know, in November 2005, AT&T Corp. and SBC Communications Inc. joined together to form what is today the new AT&T. As a result of this merger, local services for residential customers will be provided by AT&T Ohio, one of the AT&T family of companies. In an effort to pass the full benefits of this union on to our customers, we are integrating the best of our combined services to provide you with the best service and technology available.

Beginning May 28, 2007 and completing by August 31, 2007, your **local residential telephone service provider**, a pre-merger AT&T operating company, will stop offering local residential telephone service in Ohio. This transition means you have three options to consider:

- **Call AT&T Ohio to select your new plan** – Take this opportunity to contact an AT&T Ohio customer care representative who stands ready to answer your questions, assess your current calling plan, and recommend a new plan based on your communications and entertainment needs. Let us tell you how our customized bundles may save you money and simplify your life. Simply call toll free at 1-866-746-4717 and reference program code BB by May 20, 2007. There are no costs associated with transferring your local service to AT&T Ohio.

For your convenience, we have enclosed a list of current AT&T services, applicable rates, terms and conditions. You may be eligible for some customized bundled packages that can include your voice and entertainment needs as well as wireless phone service, AT&T Yahoo! High Speed Internet and DISH Network. Best of all, by bundling your services, you may qualify for even greater savings. We also invite you to visit our website, att.com, to view available products and services in your area before calling AT&T Ohio for your free, personal consultation.

- **You always have the right to select another local telephone service provider** – You are a valued customer and we sincerely hope you will continue to remain with the AT&T family, but you do have the option of selecting another local telephone service provider. If you select another provider, that carrier will be able to provide you with a list of their services and charges. They can also tell you if there are any charges associated with moving to their service. A listing of available local service providers may be found in your AT&T White Pages Directory. If you do want to select another service provider, you should make that selection before May 20, 2007, to avoid automatic transfer of your account to AT&T Ohio.
- **If you do not choose a new provider, your local service will be automatically transferred to AT&T Ohio** – You can decide to take no action, in which case we will transfer your local service automatically to AT&T Ohio during a transition period from May 28 through June 12, 2007. We will transfer you to an AT&T Ohio service plan that is most comparable to your current telephone service plan (as shown in the attached list). In most cases, upon transfer, your monthly recurring charges will automatically be equal to or less than what you pay now. In cases where your monthly telephone service charges would be higher, you will receive a special transition discount so that you do not see an increase over what you pay now. This special discount will end on or after December 31, 2007. The AT&T Ohio service plan may also include features or services not included in your current plan. Once you receive your bill, if you have any questions about what's included in your service plan, just contact us at the number provided on the bill. There are no costs associated with this transfer to AT&T Ohio.

Important Information:

- **Long Distance Service**
If you select a new local service provider, you should contact your current long distance provider to ensure there is no change to your long distance calling plan. Not doing so may result in a change in the rates applied to your long distance calls.

March 26, 2007

- **Billing, Payments and Refunds**

Once your service has been transitioned to **AT&T Ohio or another carrier**, you will receive a final bill from your previous local provider, AT&T Communications of Ohio, Inc. Please return your final payment via the remittance document provided in your bill. Failure to pay your telephone bill may result in your account being referred to a collection agency.

If you currently have a deposit for your local or long distance service, you will receive a refund of the deposit, including applicable interest, minus any amount due on your account when service is transferred. If a refund is due to you, you should receive it within four to six weeks after receipt of your final bill.

Additional information if you are automatically transferred to, or choose AT&T Ohio for your local service:

- **AT&T long distance customers**

Your long distance service will continue to be provided by AT&T Long Distance. To most closely match your current long distance service plan, you will automatically be enrolled in the AT&T Unlimited Plus Plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week, along with the AT&T Unlimited Canada Plan, which has a \$5.99 monthly recurring charge and discounted rates to other international countries. Importantly, you also will **receive a \$7.00 monthly credit** on your bill once your service has been established with AT&T Ohio. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T Ohio as your local provider. We appreciate your business and look forward to continuing to serve you.

- **Frozen or blocked accounts**

You will be transferred automatically to AT&T Ohio unless an alternate local provider selection is made. Contact AT&T Ohio toll free at 1-866-746-4717 if you would like to re-establish a freeze/block for your account after the transition period.

- **Reprogramming of calling features**

You will need to reprogram your Call Forwarding, Speed Dialing and other features. Once the transition to AT&T Ohio is complete, you will receive a letter confirming your new service which will include instructions on how to program features.

- **Update banking/bill payment information**

If you currently make payments via your bank, on-line bill pay, or credit card, you will need to update your records to reflect your new AT&T Ohio account information. This will ensure proper payment. Your new billing account information will be your **10 digit billing telephone number plus a three digit customer code** that will appear on your new AT&T Ohio bill. Once the transition to AT&T Ohio is complete, you will receive a letter confirming your new service which will include your new account number as well as instructions on how to obtain information on establishing an AT&T automatic payment arrangement for your new service.

If you had signed up for automatic payments with the pre-merger AT&T company, you will need to re-apply for automatic bill payment through AT&T Ohio once your service is transferred.

- **Questions about new service**

If you have any questions regarding your new service(s), contact AT&T Ohio toll free at 1-866-746-4717 and reference program code BB (7:00am – 8:00pm, Monday-Friday; 7:00 – 5:30pm Saturday).

If you have other services not provided by AT&T Communications of Ohio, Inc. that use your local telephone line, for example an alarm service, you should contact the provider(s) of those services to inform them of the change to your local telephone service provider and determine if any actions are necessary.

If at any time you have questions regarding this transition or any other outstanding complaints, or you want to know how you can take advantage of AT&T's new suite of products and services, we invite you to contact AT&T Ohio toll free at 1-866-746-4717 and reference program code BB (7:00am – 8:00pm Monday-Friday; 7:00 – 5:30pm Saturday). If you have questions regarding your final bill or your existing service please contact the AT&T Customer Care Center at 1-800-288-2747. For general utility information, you may call the Public Utilities Commission of Ohio at 1-800-686-7826 or for TDD/TTY at 1-800-686-1570. We hope you will continue to be a part of our new AT&T family, and we look forward to serving you well into the future.

Sincerely,

Customer Care
AT&T Communications of Ohio, Inc.

Customer Service
AT&T Ohio

Enclosure

AT&T Ohio

RATES, TERMS AND CONDITIONS OF LOCAL SERVICE

Rate Conditions

All rates and charges are subject to change.

Basic Line Services

AT&T Ohio offers *Message*, *Measured* and *Flat Rate* line service. Rates do not include taxes; surcharges, municipal fees, Local Calling Plus charges or FCC approved line charge. Customers who do not currently subscribe to packages, listed on the chart on the back of this page, will be transferred to the most comparable service from the basic line services described below.

Message rate service has a low monthly rate. This service best serves customers who make very few outgoing local calls. A local call is defined by tariff as "a communication between telephone stations located within the area defined as the local service area of the station from which the message originates". Only completed calls to the called local number count against the 30-call monthly allowance. Message Rate Service is \$8.91 per month, and additional local calls over 30 are \$0.08 per call.

Measured service combines a low monthly rate with local usage charges. This service best serves customers who make calls that are both short and limited in number each month. Measured Service is \$6.70 per month. Outgoing local usage is charged based on distance, time of day, day of week, and length of call.

Flat Rate service provides you with unlimited local calling. For residential customers the monthly rate is \$14.25 for AT&T Ohio touch-tone one-party flat rate service.

Lifeline Telephone Service is also available and provides monthly assistance for low income residential households. It is only available with flat rate service and costs \$7.25 per month.

Optional Services

In addition to the basic line service, AT&T Ohio offers optional calling services. These services are also available in packages for cost savings. The rates for some of these packages and optional services are enclosed with this letter. Or you can contact the AT&T Ohio customer service center toll free at 1-866-746-4717 or access ATT.com for package availability and prices.

More information

You may find more information about AT&T services and your rights as a customer in the AT&T White Pages, which you will receive as a new AT&T Ohio customer. AT&T Ohio rates, terms and conditions will apply as of the date your services are transferred. You will be notified by mail of any changes.

AT&T Ohio

For your convenience, below is a chart that identifies the most common plans provided by your current carrier and the new AT&T local service plan to which you will be automatically transferred, if you make no selection. Just find your current service plan and it will show you the new AT&T service plan.

Package List, Pricing, and Features

Current Service Plan	Post Transfer Service Plan	Components & Features	Statewide Price
Call Plan Unlimited 2 Features Enhanced Call Plan Unlimited 3 Features Enhanced Call Plan Unlimited 3 Features Plus AT&T One Rate® Local Plan AT&T One Rate® State Plan AT&T One Rate® USA II Plan	uSelect(sm) Standard with Access line Or uSelect(sm) 3 with Access line	Access Line with unlimited local calling and uSelect (sm) Standard: 4 features (excluding Caller ID) Access Line with unlimited local calling and uSelect(sm) 3: Caller ID with Name, 2 features	\$23.00
AT&T One Rate® Multi-Line Plan	2-Line uSelect(sm) 3 with 2 Access Lines	Access Line, additional line with unlimited local calling and 2-Line uSelect(sm)3:, Caller ID with Name, 2 features	\$35.25
Call Plan Deluxe Expanded Call Plan Deluxe(sm) AT&T One Rate® Advantage Plan AT&T One Rate® Multi-Line Unlimited Plan AT&T One Rate® USA Plan	Select Feature Package	Access Line with unlimited local calling plus our 10 most popular features including Call Waiting, Call Waiting ID, Three-Way Calling, Call Forwarding, Speed Calling 8, Call Screening, Repeat Dialing, Automatic Callback, Privacy Manager®, and Caller ID with Name	\$28.00

If your plan or service is not listed above, please call us for information on other available packages and features at our AT&T Ohio Customer Service Center toll free at 1-866-746-4717. For a-la-carte or additional features, see tables below.

Feature	Price
Automatic Callback *69	\$ 5.99
Automatic Callback Pay-Per-Use	\$ 1.99
Call Forwarding 72#	\$ 5.99
Call Screening *60 / *80	\$ 5.99
Caller ID	\$ 6.00
Call Waiting	\$ 5.44
Caller ID Name & Number	\$ 9.95
Unified Messaging (Voice Mail)	\$12.95
LINE-BACKER ®	\$ 6.99
Multi-Ring 2nd Number	\$ 2.00
Talking Call Waiting	\$ 5.00

Feature	Price
Multi-Ring 1st Number	\$ 4.99
Outgoing Call Control	\$ 7.95
PHONE-PROTECT®	\$ 6.00
Privacy Manager®	\$ 6.99
Repeat Dialing *66	\$ 5.99
Repeat Dialing Pay-Per-Use	\$ 0.75
Speed Calling 8	\$ 6.00
Speed Calling 30	\$ 6.00
Three-Way Calling	\$ 5.99
Three-Way Calling Pay-Per-Use	\$ 1.99
Distinctive Ringing	\$ 6.00



AT&T
P.O. Box 430
Bedminster, NJ 07921-0430

March 26, 2007

Mr./Mrs./Ms. Customer
1234 Address
Anywhere USA 00000

Dear Customer Name,

We want to update you on some important and positive changes underway at the new AT&T that may require you to take some action. As you may know, in November 2005, AT&T Corp. and SBC Communications Inc. joined together to form what is today the new AT&T. As a result of this merger, local services for residential customers will be provided by AT&T Wisconsin, one of the AT&T family of companies. In an effort to pass the full benefits of this union on to our customers, we are integrating the best of our combined services to provide you with the best service and technology available.

Beginning April 30, 2007, your **local residential telephone service provider, a pre-merger AT&T operating company**, will stop offering local residential telephone service in Wisconsin. You will need to make a choice as to your new service. This transition means you have three options to consider:

- **Call AT&T Wisconsin to select your new plan** – Take this opportunity to contact an AT&T Wisconsin customer care representative who stands ready to answer your questions, assess your current calling plan, and recommend a new plan based on your communications and entertainment needs. Let us tell you how our customized bundles may save you money and simplify your life. Simply call toll free 1-866-746-4717 and reference program code BB by April 22, 2007. There are no costs associated with transferring your local service to AT&T Wisconsin.

For your convenience, we have enclosed a list of current AT&T services, applicable rates, terms and conditions. You may be eligible for some customized bundled packages that can include your voice and entertainment needs as well as wireless phone service, AT&T Yahoo! High Speed Internet and DISH Network. Best of all, by bundling your services, you may qualify for even greater savings. We also invite you to visit our website, att.com, to view available products and services in your area before calling AT&T Wisconsin for your free, personal consultation.

- **You always have the right to select another local telephone service provider** – You are a valued customer and we sincerely hope you will continue to remain with the AT&T family, but you do have the option of selecting another local telephone service provider. If you select another provider, that carrier will be able to provide you with a list of their services and charges. They can also tell you if there are any charges associated with moving to their service. A listing of available local service providers may be found in your AT&T White Pages Directory. If you do want to select another service provider, you should make that selection before April 22, 2007, to avoid automatic transfer of your account to AT&T Wisconsin.
- **If you do not choose a new provider, your local service will be automatically transferred to AT&T Wisconsin** – You can decide to take no action, in which case we will transfer your local service automatically to AT&T Wisconsin during a transition period from April 30 through May 15, 2007. We will transfer you to an AT&T Wisconsin service plan that is most comparable to your current telephone service plan (as shown in the attached list). In most cases, upon transfer, your monthly recurring charges will automatically be equal to or less than what you pay now. In cases where your monthly telephone service charges would be higher, you will receive a special transition discount so that you do not see an increase over what you pay now. This special discount will end on or after December 31, 2007. The AT&T Wisconsin service plan may also include features or services not included in your current plan. Once you receive your bill, if you have any questions about what's included in your service plan, just contact us at the number provided on the bill. There are no costs associated with this transfer to AT&T Wisconsin.

Important Information:

- **Long Distance Service**
If you select a new local service provider, you should contact your current long distance provider to ensure there is no change to your long distance calling plan. Not doing so may result in a change in the rates applied to your long distance calls.

March 26, 2007

- **Billing, Payments and Refunds**

Once your service has been transitioned to **AT&T Wisconsin or another carrier**, you will receive a final bill from your previous local provider, AT&T Communications of Wisconsin I, L.P. Please return your final payment via the remittance document provided in your bill. Failure to pay your telephone bill may result in your account being referred to a collection agency.

If you currently have a deposit for your local or long distance service, you will receive a refund of the deposit, including applicable interest, minus any amount due on your account when service is transferred. If a refund is due to you, you should receive it within four to six weeks after receipt of your final bill.

Additional information if you are automatically transferred to, or choose AT&T Wisconsin:

- **AT&T long distance customers**

As an AT&T Wisconsin local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T Unlimited Plus Plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week, along with the AT&T Unlimited Canada Plan, which has a \$5.99 monthly recurring charge and discounted rates to other international countries. Importantly, you also will **receive a \$7.00 monthly credit** on your bill once your service has been established with AT&T Wisconsin. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T Wisconsin as your local provider. We appreciate your business and look forward to continuing to serve you.

- **Frozen or blocked accounts**

You will be transferred automatically to AT&T Wisconsin unless an alternate local provider selection is made. Contact AT&T Wisconsin toll free at 1-866-746-4717 if you would like to re-establish a freeze/block for your account after the transition period.

- **Reprogramming of calling features**

Once the transition to AT&T Wisconsin has been established, you will need to reprogram your Call Forwarding, Speed Dialing and other features.

- **Update banking/bill payment information**

If you currently make payments via your bank, on-line bill pay, or credit card, please update your records to reflect your new AT&T Wisconsin account information. This will ensure proper payment. Your new billing account information will be your **10 digit billing telephone number plus a three digit customer code** that will appear on your new AT&T Wisconsin bill.

If you had signed up for automatic payments with the pre-merger AT&T company, you will need to re-apply for automatic bill payment through AT&T Wisconsin once your service is transferred.

- **Questions about new service**

If you have any questions regarding your new service(s), contact AT&T Wisconsin toll free at 1-866-746-4717 and reference program code BB (7:00am – 8:00pm, Monday-Friday; 7:00 – 5:30pm Saturday).

If you have other services not provided by AT&T Communications of Wisconsin I, L.P. that use your local telephone line, for example an alarm service, you should contact the provider(s) of those services to inform them of the change to your local telephone service provider and determine if any actions are necessary.

If at any time you have questions regarding this transition or any other outstanding complaints, or you want to know how you can take advantage of AT&T's new suite of products and services, we invite you to contact AT&T Wisconsin toll free at 1-866-746-4717 and reference program code BB (7:00am – 8:00pm Monday-Friday; 7:00 – 5:30pm Saturday). If you have questions regarding your final bill or your existing service please contact the AT&T Customer Care Center at 1-800-288-2747. We hope you will continue to be a part of our new AT&T family, and we look forward to serving you well into the future.

Sincerely,

Customer Care
AT&T Communications of Wisconsin I, L.P.

Customer Service
AT&T Wisconsin

Enclosure

AT&T Wisconsin

RATES, TERMS AND CONDITIONS OF LOCAL SERVICE

Rate Conditions

Monthly rates for telephone line charges in the state of Wisconsin vary depending on the area in which you live. All rates and charges are subject to change.

Basic Line Services

AT&T Wisconsin offers *Message Rate* service. Rates do not include taxes; surcharges, municipal fees or FCC approved line charge. Customers who do not currently subscribe to packages, listed on the chart on the back of this page, will be transferred to the most comparable service from the basic line services described below.

Message Rate service has a low monthly rate. This service best serves customers who make very few outgoing local calls. A local message is defined by tariff as a completed call between the originating party and any other location within the defined local exchange area of the originating location. Message Rate Service ranges from \$8.58 to \$12.50 per month depending on your service area. Message charges on a line vary from \$.02 to \$.04 per message, depending on the number of messages, or \$17.40 for an unlimited number of messages.

Lifeline Telephone Service is also available and provides monthly assistance for low income residential households, rates vary by area, and message rate service costs range from \$4.89 to \$7.28 per month depending on your service area.

Optional Services

In addition to the basic line service, AT&T Wisconsin offers optional calling services. These services are also available in packages for cost savings. The rates for some of these packages and optional services are enclosed with this letter. Or you can contact the AT&T Wisconsin customer service center toll free at 1-866-746-4717 or access att.com for package availability and prices.

More information

You may find more information about AT&T services and your rights as a customer in the AT&T White Pages, which you will receive as a new AT&T Wisconsin customer. AT&T Wisconsin rates, terms and conditions will apply as of the date your services are transferred. You will be notified by mail of any changes.

AT&T Wisconsin

For your convenience, below is a chart that identifies the most common plans provided by your current carrier and the new AT&T local service plan to which you will be automatically transferred, if you make no selection. Just find your current service plan and it will show you the new AT&T service plan. If you are unsure of your current service plan, please refer to your last bill.

Package List, Pricing, and Features

Current Service Plan	Post Transfer Service Plan	Components & Features	Statewide Price
Call Plan Unlimited 2 Features Enhanced Call Plan Unlimited 3 Features Enhanced Call Plan Unlimited Plus AT&T One Rate® Local Plan AT&T One Rate® State Plan AT&T One Rate® USA II Plan	uSelect(sm) Standard Or uSelect(sm) 3	Access Line with unlimited local calling, 4 features (excluding Caller ID) Access Line with unlimited local calling, Caller ID with Name, 2 features	\$24.00
AT&T One Rate® Multi-Line Plan	2-Line uSelect(sm) 3	Access Line and Additional Line with unlimited local calling, Caller ID with Name, 2 features	\$31.00
Call Plan Deluxe Call Plan Unlimited AT&T One Rate® Advantage Plan AT&T One Rate® Multi-Line Unlimited Plan AT&T One Rate® USA Plan	Select Feature Package	Access Line with unlimited local calling plus our 9 most popular features including Call Waiting, Three-Way Calling, Call Forwarding, Speed Calling 8, Call Screening, Repeat Dialing, Automatic Callback, Privacy Manager®, and Caller ID with Name	\$28.00

If your plan or service is not listed above, please call us for information on other available packages and features at our AT&T Wisconsin Customer Service Center toll free at 1-866-746-4717. For a-la-carte or additional features, see tables below.

Feature	Price
Automatic Callback *69	\$ 5.99
Automatic Callback Pay-Per-Use	\$ 1.99
Call Forwarding 72#	\$ 5.99
Call Screening *60 / *80	\$ 5.99
Caller ID	\$ 7.45
Call Waiting	\$ 6.00
Caller ID Name & Number	\$ 9.95
Unified Messaging (Voice Mail)	\$12.95
LINE-BACKER®	\$ 6.99
Multi-Ring 2nd Number	\$ 5.00
Distinctive Ringing	\$ 6.00

Feature	Price
Multi-Ring 1st Number	\$ 4.99
Outgoing Call Control	\$ 7.95
PHONE PROTECT®	\$ 6.00
Privacy Manager®	\$ 6.99
Repeat Dialing *66	\$ 5.99
Repeat Dialing Pay-Per-Use	\$ 1.49
Speed Calling 8	\$ 5.99
Speed Calling 30	\$ 5.99
Three-Way Calling	\$ 5.99
Three-Way Calling Pay-Per-Use	\$ 1.99
Talking Call Waiting	\$ 5.00

**Federal Communications Commission**

**The FCC Acknowledges Receipt of Comments From ...
AT&T Inc.
...and Thank You for Your Comments**

Your Confirmation Number is: '2007327822447 '

Date Received: Mar 27 2007

Docket: 00-257

Number of Files Transmitted: 7

DISCLOSURE

This confirmation verifies that ECFS has received and accepted your filing. However, your filing will be rejected by ECFS if it contains macros, passwords, redlining, read-only formatting, a virus or automated links to source documents that is not included with your filing.

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updated 12/11/03

AFFIDAVIT

STATE OF Georgia)
)
COUNTY OF Fulton)

Before me, the undersigned authority, duly commissioned and qualified in and for the State and County aforesaid personally came and appeared Laura A. Reid who, being by me first duly sworn, deposed and said that:

1. I, Laura A. Reid, am employed by BellSouth Telecommunications, Inc. d/b/a AT&T Southeast as Director – Product Management for the nine states in the former BellSouth operating territory.
2. I have read the foregoing pre-filed Joint Direct Testimony, which is dated May 24, 2007 and which consists of twenty-six (26) pages and two (2) exhibits.
3. The contents of the foregoing testimony that are directed to me are true to the best of my knowledge.

Laura A. Reid

AFFIANT

Sworn to and subscribed before me this 24 day of May, 2007.



My Commission Expires:

7/18/2010

John A. Fink
NOTARY PUBLIC

AFFIDAVIT

STATE OF New Jersey)
)
COUNTY OF Morris)

Before me, the undersigned authority, duly commissioned and qualified in and for the State and County aforesaid personally came and appeared Rebecca Yung-Eng who, being by me first duly sworn, deposed and said that:

1. I, Rebecca Yung-Eng, am employed by AT&T Operations, Inc. as Director – All Distance Product Marketing for customer of legacy AT&T entities.
2. I have read the foregoing pre-filed Joint Direct Testimony, which is dated May 24, 2007 and which consists of twenty-six (26) pages and two (2) exhibits.
3. The contents of the foregoing testimony that are directed to me are true to the best of my knowledge.



AFFIANT

Sworn to and subscribed before me this 23rd day of May, 2007.



NOTARY PUBLIC

My Commission Expires: _____
CHRISTOPHER M. QUINN
NOTARY PUBLIC OF NEW JERSEY
Commission Expires 2/18/2009

[SEAL]

